



## **COMMUNITY PARAMEDIC PRACTITIONER**

Whitstable Medical Practice is working with South East Coast Ambulance Service NHS Foundation Trust to provide a Community Paramedic Practitioner home visiting and triage service. This is to try and ensure that where appropriate patients can remain in their own homes without the need for them to be transferred to hospital.

It is hoped that this service will relieve some pressure on the GP's to allow them more time to see patients in their Surgeries. We can assure you that a Paramedic Practitioner will only visit when the GP feels this is appropriate or if an urgent visit is required and the GP would not be available until later in the day.

This service will be available Monday to Friday between 8.30 a.m. and 5.00 p.m. The Community Paramedic Practitioner will have access to patients records prior to visiting them so they will be aware of current medications, past medical history and allergies.

The Paramedic Practitioners will take a history of the presenting complaint from the patient. They will then undertake observations and any necessary examinations. They will also review any treatment plans that the patient may have. Following this assessment the Paramedic will either treat as required or make contact with the patient's GP for joint clinical decision making. Following a visit by a Paramedic Practitioner the GP will receive a copy of their findings and these will be available in the patient's electronic medical record.

In some circumstances the patient may be conveyed by the Paramedic to the Surgery for the GP to assess.

## **WHAT HAPPENS OUT OF HOURS?**

If you have an urgent medical problem, which cannot wait until the surgery re-opens, then please dial 111 to access the NHS out of hours service. 111 is free to call from both landlines and mobiles.

## **PATIENT FEEDBACK**

Today you were visited by:

.....

Today's date is:

.....

We would like your views on the care you received today. This helps us to further improve the services that we offer to you.

Please complete the reverse of this page, cut it off along the dotted line and return to us in the pre-paid envelope provided. If you have any other comments to add please do so below.

Thank you very much.

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How good was your paramedic today at each of the following? (please tick one box for each question)



**Being polite?**

- Poor  Less Than Satisfactory   
Satisfactory  Good   
Very good  Does not apply

**Making you feel at ease?**

- Poor  Less Than Satisfactory   
Satisfactory  Good   
Very good  Does not apply

**Listening to you?**

- Poor  Less Than Satisfactory   
Satisfactory  Good   
Very good  Does not apply

**Assessing your medical condition?**

- Poor  Less Than Satisfactory   
Satisfactory  Good   
Very good  Does not apply

**Explaining your condition and treatment?**

- Poor  Less Than Satisfactory   
Satisfactory  Good   
Very good  Does not apply

**Involving you in decisions about your care?**

- Poor  Less Than Satisfactory   
Satisfactory  Good   
Very good  Does not apply

**Providing or arranging treatment for you?**

- Poor  Less Than Satisfactory   
Satisfactory  Good   
Very good  Does not apply

**Would you be completely happy to see this paramedic again?**

- Yes  No



**Estuary View Medical Centre**  
**01227 284300**

**Appointments for: Option 1**

Dr Kanagasooriam  
Dr Pieters  
Dr Osborne  
Dr Chan  
Dr Carabine  
Dr King

Home visits, messages and all other enquiries and advice  
**Option 2**

**Whitstable Medical Practice**  
**01227 284320**

**Appointments for: Option 1**

Dr Chandler  
Dr Brice  
Dr Buchanan  
Dr Parkin  
Dr Sivaprasad

Home visits, messages and all other enquiries and advice  
**Option 2**

**Chestfield Medical Centre**  
**01227 795130**

**Appointments for: Option 1**

Dr Jardine  
Dr Esser  
Dr Fernando  
Dr Sil  
Dr McArthur

Home visits, messages and all other enquiries and advice  
**Option 2**



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South East Coast Ambulance Service **NHS**  
NHS Foundation Trust

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**Information about our  
Community Paramedic Team  
Visit and Triage Pilot Project.**

[www.whitstablemedicalpractice.co.uk](http://www.whitstablemedicalpractice.co.uk)